



Maricopa County

Environmental Services Department

Environmental Health Div. - Food Related Programs

AD HOC TASK FORCE

Final Report & Recommendations

June 9, 2014

Presenters:

John Kolman, Director

Scott Friedman, Cutting Edge Subcommittee Chairman

Josh Hebert, Standardization & Consistency Subcommittee Chairman

Skip Chase, Plan Review Subcommittee Chairman



Overview



From the concerns raised at the initial Kick-Off Meeting on March 4, 2014, three (3) subcommittees were formed:

1. **Cutting Edge** – To expand and improve understanding of the program.
2. **Standardization & Consistency** – To improve processes and communication.
3. **Plan Review** – To address Minor vs. Major remodels and service delivery for changes in ownership.

A total of 20 recommendations were developed.



Cutting Edge Subcommittee – Four (4) Recommendations:



Recommendation	Proposed Action(s) & Supporting Info:	Status
1. To require new and current owners or a local corporate representative to attend the Division's 90-minute Active Managerial Control Class within a specified period time after application.	<ul style="list-style-type: none">• Authorize staff to initiate an amendment to the Maricopa County Environmental Health Code.• The 'specified period' would be determined through the stakeholder process of the Enhanced Regulatory Outreach Program (EROP).• The program has been shown to have reduced violations with less time spent on each inspection.• There needs to be a better understanding of the program and active managerial control in the industry.• The class serves as a platform for operators to become a high performing member of the Cutting Edge Program.	<p>Staff Concurrence</p> <p>Target Date: Initiate amendment by Oct. 31, 2014</p>



Cutting Edge Subcommittee (Continued)



Recommendation	Proposed Action(s) & Supporting Info:	Status
<p>2. To form a committee of stakeholders to develop a comprehensive marketing plan for the Cutting Edge Program for long-range, high level promotion to drive public awareness.</p> <div><p>Are you on the Cutting Edge?</p><p>3 Steps To Active Managerial Control (AMC) Challenge + Opportunity = Food Safety Partners</p></div>	<ul style="list-style-type: none">• Identification of resources needed for implementation is key.• Greater promotion will drive awareness and make the program consumer driven.• Patrons asking owners / operators if they are part of the program will encourage membership in the program.	<p>Staff Concurrence</p> <p>Target Date: Invitation / Announcement by July 31, 2014</p>



Cutting Edge Subcommittee

(Continued)



Recommendations	Proposed Action(s) & Supporting Info:	Status
3. To improve and advance the understanding of the program to the industry through increased communication via targeted informational emails, discussions, newsletters, and presentations by staff to various industry associations.	<ul style="list-style-type: none">• Information Technology support will be required for enhanced, targeted electronic distribution.• Staff to prepare a Scope of Work to determine cost of Info. Technology solution(s).• Staff to develop a list of associations to contact to present program information.	Staff Concurrence Target Date: Scope of Work Dec. 31, 2014
4. To direct staff to perform a fee analysis and present a revised fee structure that would reflect a fee adjustment for Cutting Edge members.	<ul style="list-style-type: none">• Authorize staff to initiate an amendment to the Maricopa County Environmental Health Code once fee analysis and proposal is complete.• A discounted fee would likely be more effective as an incentive at the point of renewal and may increase retention in the program.	Staff Concurrence Target Date: Initiate Amendment Dec. 31, 2014



Standardization & Consistency Subcommittee – Twelve (12) Recommendations:



Recommendations	Proposed Action(s) & Supporting Info:	Status
1. To research and contract with a language interpreting services that allow the owners / operators to have a greater ability to communicate with staff in their preferred language.	<ul style="list-style-type: none">• This solution currently being explored is a telephone service where a specific language may be selected and conversations translated through a conference call type format.• By helping to remove language barriers, some fear and anxiety may be minimized by certain operators.• This type of tool further supports the commitment to diversity.	Staff Concurrence Target Date: Aug. 31, 2014
2. To add an area on the annual renewal permit form for the owner / operator to list their preferred language.	<ul style="list-style-type: none">• Info. Technology support will be required for the change.• Due to operational demands, staff may not be able to accommodate the every request.	Under Review



Standardization & Consistency Subcommittee (Continued)



Recommendations	Proposed Action(s) & Supporting Info:	Status
3. To extend an inspector's rotational time period in a specific area from every two (2) to every three (3) years.	<ul style="list-style-type: none">Extended time period allows for increased stability in the professional relationship as well as increased consistency on inspections.Staff supports; however, may not be able to support 100% due to changes in personnel as well as operational demands.	Staff Concurrence Target Date: IMPLEMENTED May 30, 2014
4. To establish a single point of contact for each of the four (4) industry classes: <ul style="list-style-type: none">- Full Serve- Quick Serve- Retail (Grocers, Markets, Convenience)- Specialty (Special Events, Caterers, Mobile Food Vendors and all others)	<ul style="list-style-type: none">Having a subject matter expert by industry class that is able to field questions, concerns, coordinate information, liaise with inspectors, etc. is a much needed value-added service.Each point of contact will also be knowledgeable or have the resources to respond to specific Cutting Edge Program inquiries as well.	Staff Concurrence Target Date: Dec. 31, 2014



Standardization & Consistency Subcommittee (Continued)




Recommendation	Proposed Action(s) & Supporting Info:	Status
5. Institute a 5-Minute Ice Breaker conversation between the inspector and operator at the start of each inspection.	<ul style="list-style-type: none">• This approach should help to build rapport and minimize fear.• Change from police to coach role.• A few opening questions have been suggested for staff.	Staff Concurrence Target Date: July 15, 2014
6. To allocate resources for an Information Technology solution in order to implement and support several of the recommendations submitted by the Task Force. All of the system enhancements would be to improve service and communication.	<ul style="list-style-type: none">• Some of the changes include: ability to allow for unique conditioning of permits, attachment of documents, ability to email inspection reports to multiple contact, amend inspection reports, delay posting inspection reports, etc. This would apply to all permit holders – Members & Non-members of the Cutting Edge Program.• Staff to prepare a Scope of Work in order for the cost of the changes to be quoted by the Office of Enterprise Technology.	Staff Concurrence Target Date: Dec. 31, 2014



Standardization & Consistency Subcommittee (Continued)



Recommendations	Proposed Action(s) & Supporting Info:	Status
7. To improve communication between the department and the industry by establishing a subscriber-based newsletter that may be segmented by industry. Further, provide for a subscriber option to receive notices, updates, best practices, and other topics of interest via email.	<ul style="list-style-type: none">• Info. Technology support will be required for the change. 	Staff Concurrence Target Date: June 30, 2014
8. To open the quarterly Internal Standards Committee to a public meeting format where the meetings and agenda are posted for stakeholders to attend and participate. Further, to have staff hold an annual stakeholder meeting to foster ongoing communication and feedback from the industry.	<ul style="list-style-type: none">• Meetings are held quarterly.• Meetings and agendas are to be posted online and emailed to those who subscribe to receive notices and updates.	Staff Concurrence Target Date: June 30, 2014



Standardization & Consistency Subcommittee (Continued)



Recommendations	Proposed Action(s) & Supporting Info:	Status
9. To delay online posting of all inspection reports for a period of 3 business days to allow the operator an opportunity to clarify or challenge items on the report.	<ul style="list-style-type: none">• Once the report is posted, the damage is done.• This would require an Info. Technology enhancement.• The operator would contact the identified point-of-contact for their specific industry class if they require assistance, higher level review, etc.	Under Review (also contingent on Info. Tech. solution)
10. To add a checkbox to the inspection report in which the operator may request a supervisor review.	<ul style="list-style-type: none">• This is separate from the delayed posting.• This would also require Info. Tech. support.	Target Date: Dec. 31, 2014
11. To post a corrected inspection report online rather than an "Advisory" entry or note.	<ul style="list-style-type: none">• This option alerts staff that the report should be forwarded to a supervisor.• Consumers focus on the actual report rather than an advisory notice.• This would require an Info. Tech. solution.	Target Date: Contingent on Info. Tech. solution



Standardization & Consistency Subcommittee (Continued)




Recommendation	Proposed Action(s) & Supporting Info:	Status
12. To form a committee of citizen stakeholders to design and develop a coversheet for inspection reports explaining the nature of the comments in everyday terms. This will help customers understand which violations are considered minor and not putting the consumers at risk.	<ul style="list-style-type: none">• The general public does not understand the content of the inspection reports. The focus is on the violations which impact public perception and business.• This would also require support from Info. Technology.	Staff Concurrence Target Date: July 31, 2014





Plan Review Subcommittee – Four (4) Recommendations




Recommendation	Proposed Action(s) & Supporting Info:	Status
<p>1. To amend the definition / guideline for Minor Remodel Plan Review projects by only inspecting the facilities and equipment directly affected by the work being reviewed – not the full location.</p> 	<ul style="list-style-type: none">• The limited scope for the new work would be contingent on whether changes to the facilities or equipment create a public health hazard or nuisance or cause facilities or equipment to no longer comply with the criteria upon which they were originally accepted.• The amendment would not apply to work having been performed prior to obtaining the required permits.	<p>Staff Concurrence /</p> <p>Target Date: May 30, 2014</p>



Plan Review Subcommittee – (continued)



Recommendation	Proposed Action(s) & Supporting Info:	Status
<p>2. Offer an After-Hours / On-Demand inspection option at an appropriate fee to meet the operational demands of owners or operators.</p> 	<ul style="list-style-type: none">• Authorize staff to initiate an amendment to the Maricopa County Environmental Health Code once fee analysis has been performed and the fee for cost recovery is identified for this service.• The amendment would then proceed through the stakeholder process of the Enhanced Regulatory Outreach Program (EROP).	<p>Staff Concurrence</p> <p>Target Date: Initiate amendment by Oct. 31, 2014</p>



Plan Review Subcommittee – (continued)




Recommendation	Proposed Action(s) & Supporting Info:	Status
3. To institute the option of executing a Compliance Order for a new owner of an existing establishment to remain in business for a specified period while the required permits are being obtained.	<ul style="list-style-type: none">• This would be extended to those owners that are in good-standing with the Environmental Services Department.• A change of ownership requires that the new owner / operator of that establishment obtain the required permit(s). This option will allow a reasonable amount of time to meet the regulatory requirements. This will mitigate one of the concerns of new owners of having to possibly close upon purchasing an establishment that has been successfully operating without incident or concern from the Health Department.• Closures or disruptions of service typically has a negative connotation to consumers.	Staff Concurrence Target Date: Dec. 31, 2014



Plan Review Subcommittee – (continued)



Recommendation	Proposed Action(s) & Supporting Info:	Status
<p data-bbox="144 449 705 535">4. To adopt the 2013 FDA Food Code.</p> 	<ul style="list-style-type: none"><li data-bbox="788 449 1535 692">• Authorize staff to initiate an amendment to the Maricopa County Environmental Health Code that would proceed through the stakeholder process of the Enhanced Regulatory Outreach Program (EROP).<li data-bbox="788 706 1564 842">• From the available information, it is believed the 2013 FDA Code offers changes that will better serve the industry.	<p data-bbox="1628 439 1846 525">Staff Concurrence</p> <p data-bbox="1628 592 1846 835">Target Date: Initiate amendment by Oct. 31, 2014</p>



Comments / Questions?



ACTION REQUESTED:

To consider the recommendations,
accept the report, whole or in part,
as submitted by the Ad Hoc Task Force
and to provide guidance
and direction to staff.